

G-Cloud 15 Service Description

Salesforce Licence

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As a Salesforce Reseller, and Consulting partner, the Methods Salesforce Licencing Service provides you the ability to purchase services and licences under one agreement across the full Salesforce products suite including Sales Cloud, Service Cloud, Marketing Cloud, Experience Cloud, Health Cloud, Public Sector Solutions, Data Cloud and Net Zero Cloud.

What is the Service

Our Salesforce Licencing Service allows you to benefit from our specialist knowledge and expert recommendations for Salesforce cloud licencing based on your needs, as well as our competitive buying power.

Methods is a Salesforce consulting partner as well as reseller of Salesforce software, delivering flexible, scalable solutions across all Salesforce clouds including Sales Cloud, Service Cloud, Marketing Cloud, Pardot, Experience Cloud, Health Cloud, Public Sector Solutions, Data Cloud and Net Zero Cloud.

We offer our clients tailor-made solutions for Salesforce, enabling process alignment, transition from legacy services, end-to-end business change, end user training, and licence provision aligned to your evolving business needs and strategic vision.

Our Salesforce Licencing Service provides you with efficient licence management, ensuring costs and licence utilisation is optimised to maximise your ROI from your Salesforce investment.

What can it do for you

Our service will provide you with the licencing required to deliver your complex ICT portfolios, programmes, and projects. Our Salesforce subject matter experts will work with you to understand your licencing requirements, make impartial recommendations on licence options, and negotiate cost-effective procurements on your behalf, taking advantage of competitive discounts.

Service Features

1. Multi-channel contact centre serving citizens in their channel of choice
2. Powerful analytics capabilities allowing for real-time BI and MI reporting
3. No-code & Low-code declarative configuration, Open API integration
4. Agile custom development for more bespoke requirements
5. Open, API first allowing for easy integration (SOAP and REST)
6. Web chat, Bot, Social and Mobile out of the box
7. Complex case-flow, Citizen centric view, Chatbots, Engagement Timeline.
8. Extensive knowledge base, proactively suggesting articles internally and externally
9. Social Collaboration, omni-channel engagement, Mobile ready, Knowledge base, Analytics, AI
10. Complete case management solution for your entire organisation with AI

Service Benefits

1. Ability to agree licencing and delivery under one contract
2. Seamless licence negotiation and renewal management
3. Licencing compliance issues prevented with proactive monitoring
4. Optimised costs by reducing unnecessary user licencing allocation
5. Reduce costs by increasing first call resolution
6. Increase customer satisfaction serve citizens in their preferred channel
7. Deliver user focused solutions rapidly, via agile methodologies
8. 360 degree view of the citizen via any channel
9. Integrate with back office using free APIs
10. Extend processes to digitise middle office

Contact details

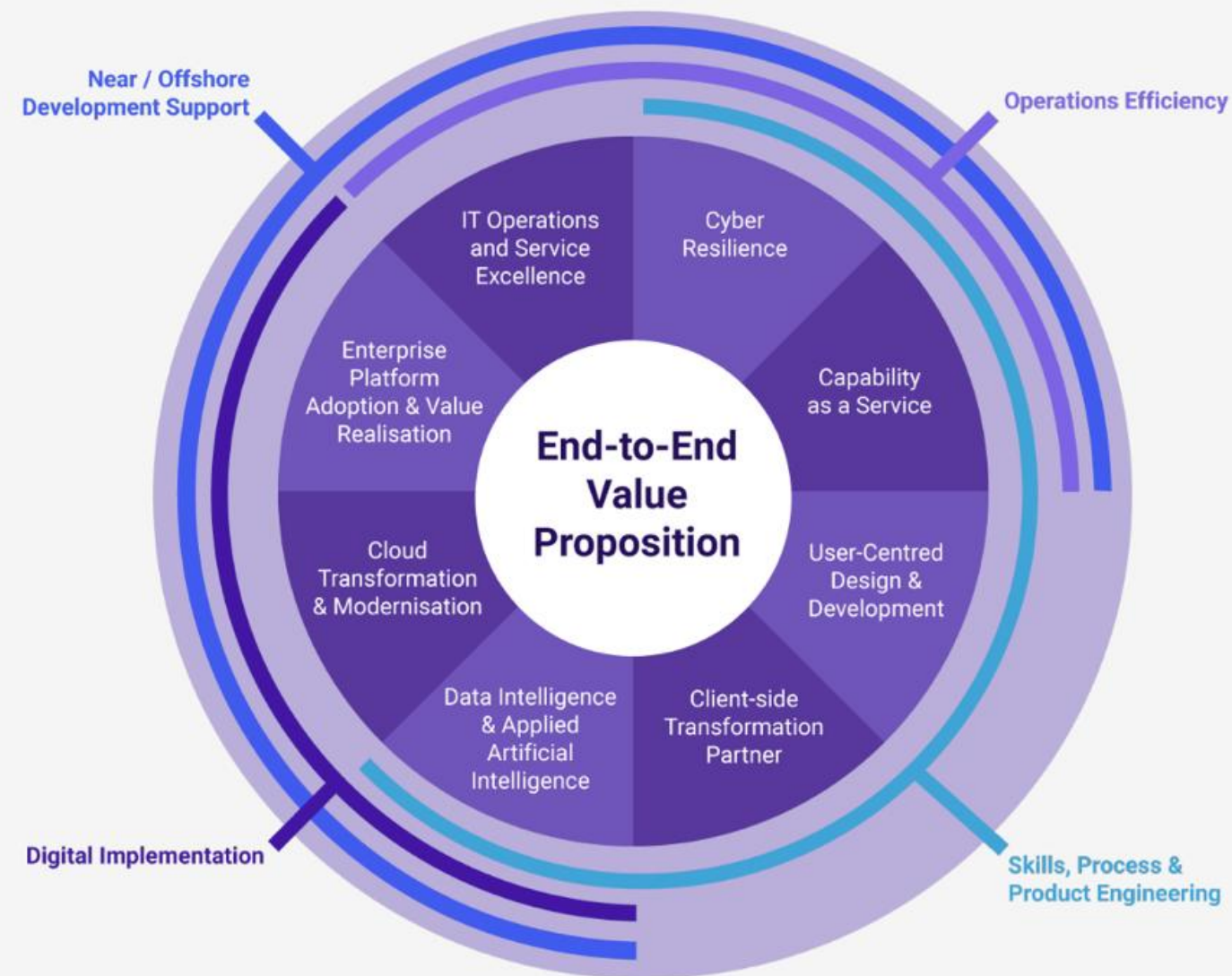
End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

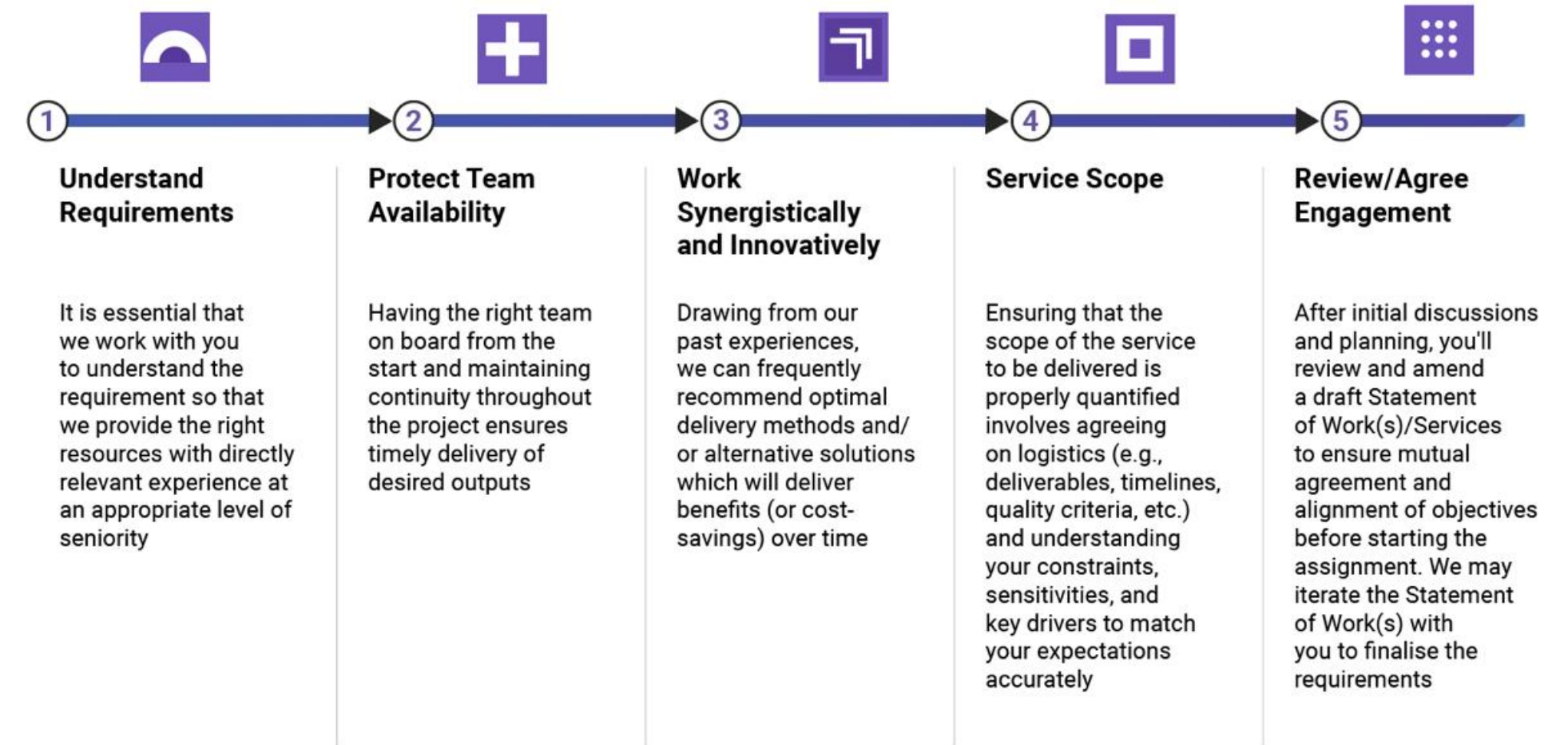
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



Onboarding and offboarding process



Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.

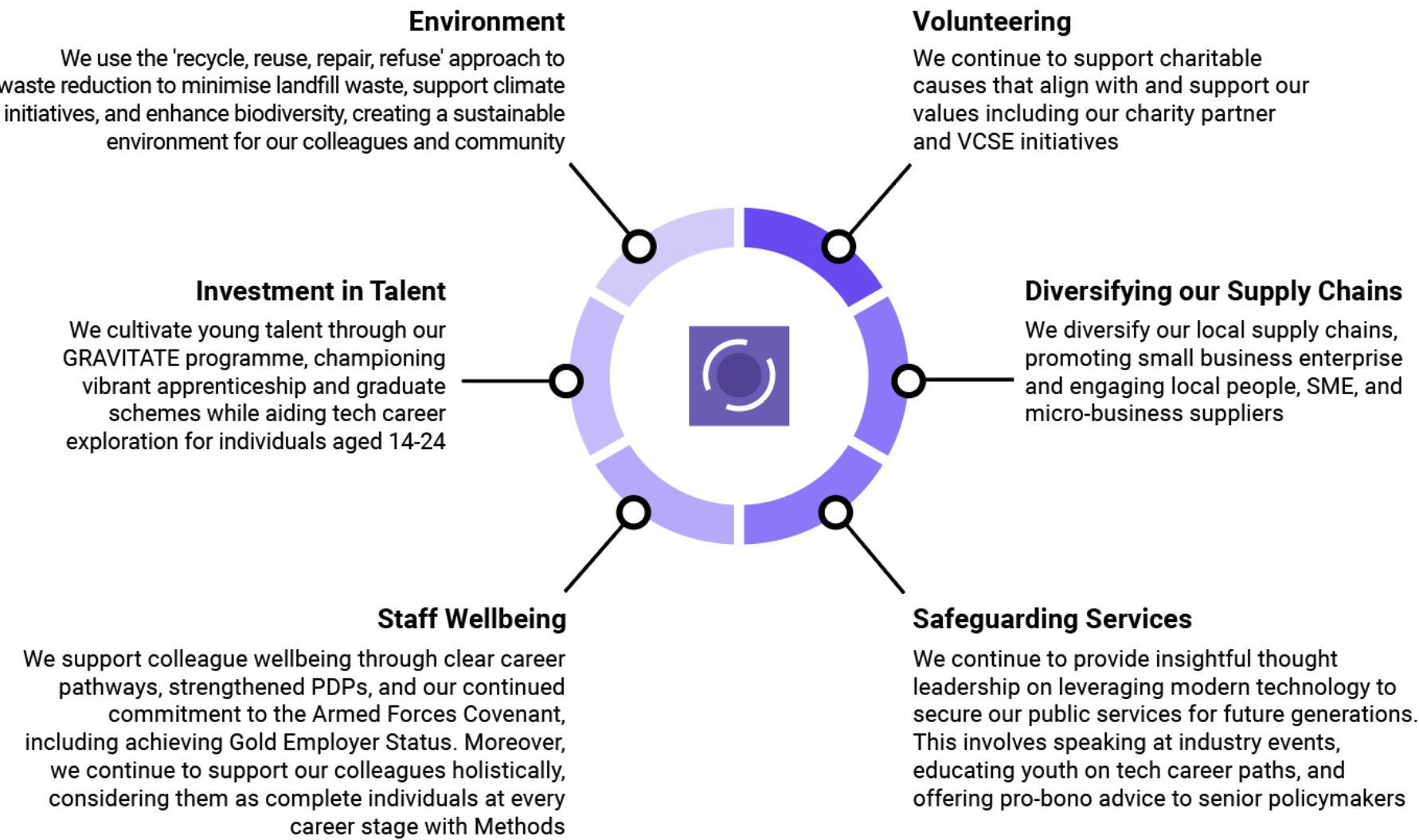


Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.

Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.



Customer stories



Cloud Hosting & Service Modernisation
Modernised digital services using secure cloud hosting, streamlined legacy workflows, and improved data insights. Delivered faster decisions, reduced manual effort, and a more transparent, **user-friendly experience** for internal teams and external users.



Cloud-Based ITSM Consolidation
Unified multiple service desks onto a cloud-based ITSM platform, standardising processes and automating workflows. Improved incident, change, and problem management, **boosting overall service reliability, efficiency, and organisational visibility.**



Large-Scale Cloud Migration (100+ Apps / 120TB)
Delivered cloud migration of **100+ legacy applications** and **120TB of data** with **100% availability**. Strengthened compliance, improved transparency, and significantly enhanced operational resilience across critical digital services.



Azure Migration & Modern Workplace Enablement
Migrated data centres to Azure and deployed modern workplace cloud services, delivering secure, scalable infrastructure. Achieved improved user experience, strengthened security posture, and **£1m savings** - all with zero service disruption.



Cloud ITSM Migration (ServiceNow SaaS)
Successfully migrated from a legacy ITSM tool to a modern, cloud-based ServiceNow platform. Delivered scalable, robust service operations, strengthened governance, and enabled faster, more consistent digital service delivery across the organisation.



Cloud-Native Data Pipelines (Azure Integration)
Built automated Azure Data Factory pipelines into a Lakehouse architecture, using Bronze/Silver/Gold layers and Delta with CI/CD. Delivered secure daily refreshes, improved data quality, lower manual effort, and more efficient reporting.